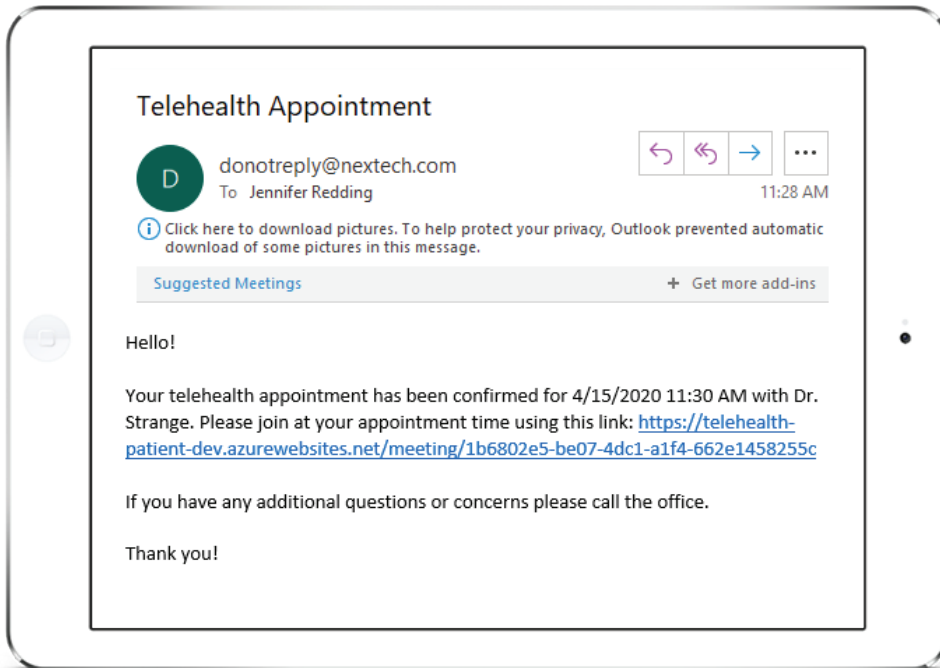


# Patients Getting Started WITH A TELEHEALTH VISIT

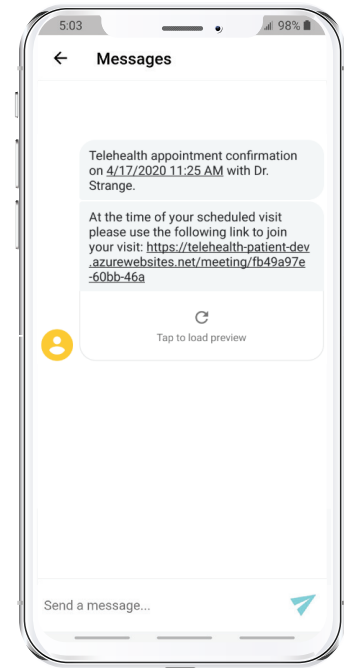


1. To participate in a telehealth visit, you'll need a computer, smartphone or tablet with camera and microphone.
2. Fifteen minutes before your scheduled appointment time, you'll receive a reminder via email or text message.

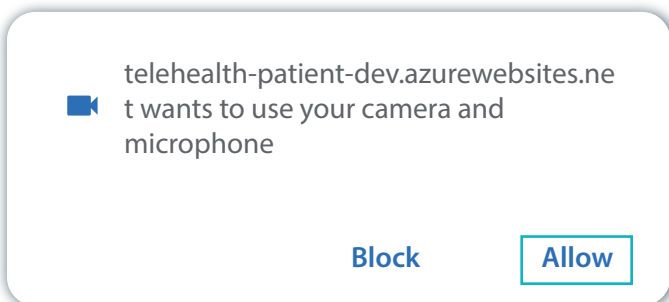
## From Email:



## From Text:



3. Select the link from the email or text reminder to launch the visit.
4. Be sure to allow your browser to access your webcam and microphone.



5. Your provider will start the visit shortly after seeing you have arrived.

## CALL TIPS



SELECT A LOCATION  
WITH GOOD LIGHTING



TRY TO MINIMIZE  
NOISE DISTRACTIONS



HAVE A GOOD INTERNET  
OR CELL CONNECTION

## TROUBLESHOOTING

We designed the Nextech Telehealth experience to work with minimal system requirements. In the event you should have an issue launching your telehealth visit, here are the requirements from which you can troubleshoot:

### Requirements for Computer:

- Mac, PC, Linux or Chromebook with camera, microphone and speakers.
- Internet connection with at least 2MBPS download and upload speeds. This requirement goes up with additional devices that are streaming on your network.
- Latest release versions of Google Chrome, Mozilla Firefox, Microsoft Edge and Safari.
- You'll need to have the latest operating systems such as Windows 10 or MacOS Catalina to obtain the latest versions of the browsers listed above.
- JavaScript must be activated for use. Most browsers enable this automatically.

### Requirements for iOS & Android:

- Use Safari 11+ on your latest version iOS devices or Google Chrome on your Android device.

### Additional Compatibility:

- Nextech Telehealth is not compatible with Amazon Kindle or other e-readers.
- Not compatible with Internet Explorer.

